

NC-TOPPS CONFERENCE CALL MINUTES

March 19, 2012 1:30-2:30 p.m.



Participants

- Beacon Center: Becky Womble
- CenterPoint: John Coble
- Crossroads: Teresa Caudle
- Cumberland: Rose-Ann Bryda, April Chambers
- Durham Center: Hilda Smith
- East Carolina Behavioral Health: Wylanda Smith
- Eastpointe: Leatte Black
- Johnston: Janet Bentley, Tonya Smith
- Mecklenburg: Paula Hall
- Mental Health Partners: Wendy Powers
- PBH: Tracy Threatt
- Sandhills: Jennifer Moree, Sonya Bridges
- Southeastern Regional: Paula Mauney
- Wake: Kim Ware
- Division of MHDDSAS: Becky Ebron
- NCSU Center for Urban and Community Affairs (CUACS): Jaclyn Johnson, Kathryn Long, Kathleen Snyder, Matt Krist, Donna Hughes

1. LME Roll Call
2. NC-TOPPS Task Force Update – The final meeting of the Task Force was held on March 7, 2012. JT Cardwell from PDFNC presented his training procedures for NC-TOPPS Users. A review of proposed Dashboard updates was also discussed. It was proposed that a provider/LME focus group be held to create a “canned” training to post online.
3. User Query Meeting Re-Cap – The meeting was held on February 22, 2012 and was attended by LME and provider representatives. System design, types of queries available, and system access was discussed.
4. LME NC-TOPPS Questions or Concerns – Clarification was provided around Targeted Case Management for MH/SA. Some LMEs had heard that LME-MCO Care Coordinators would be required to do the NC-TOPPS but this is not the case. Consumers currently receiving TCM MH/SA services and are not receiving another service required for NC-TOPPS (or will not be transitioned to another required service) will need to have an Episode Completion interview submitted (with the reason indicated “Changed to service not required for NC-TOPPS”). For consumers that will be receiving another required service in NC-TOPPS, LME-MCOs need to transfer the consumer’s record from the old provider to the new provider as applicable. As LME-MCOs receive transition plans on these TCM MH/SA consumers, they should be verifying the Episode Completion interview has been submitted or the transfer request completed.
5. Other – Attendees requested a Superuser Manual be created as a “How To” guide for the NC-TOPPS 2.0 website. CUACS created a manual draft and sent it out for feedback from LME contacts. The feedback was received from several contacts and incorporated into the draft. The final version should be posted by the end of this month.
6. Roll Call Updates
7. Next LME Monthly Call Meeting: ***May 21, 2012 1:30 p.m.***